



Maxis Maxims

The Maxis Guarantee

We want you to be happy. We do our best to make software that is both fun and trouble-free, but if there is a problem, let us know. If you are not completely satisfied with your purchase, for any reason, you may exchange it for a different Maxis Software Toy of equal or lesser value, or request a full cash refund. For return/exchange information, contact Maxis Customer Service or just send back the program with your dated sales receipt within 30 days of purchase and specify your choice of another Software Toy or cash. Dealers and Distributors are not eligible.

Disk Warranty

Maxis provides a 90-day limited warranty on the recording media. For disk replacement contact Maxis Customer Service or Technical Support.

Maxis Customer Service

For warranty disk replacement, return/exchange information, locations of nearest software retailers, catalog orders, direct order status, shipping information, or general stuff, contact **Maxis Customer Service toll-free at: 1-800-336-2947 (1-800-33-MAXIS)**, M-F 6:00AM-6:00PM (Pacific Time), **Fax 510-253-3736**, or by mail at **Maxis Customer Service, 2 Theatre Square, Orinda, CA 94563-3346**.

Maxis Technical Support

For technical questions dealing with hardware and software compatibility, startup problems, system errors or other unexplained phenomena, refer to your manual and addendum, then contact **Maxis Technical Support: 510-253-3755** (M-F 6:00AM-6:00PM Pacific Time), **Fax 510-253-3736**, or by mail at **Maxis Technical Support, 2 Theatre Square, Orinda, CA 94563-3346**. For best results, please be at your computer when you call. We can solve most problems in five minutes or less.

The Maxis Bulletin Board Service (BBS) via modem at **510-254-3869** provides on-line access to the latest Software Toy demos, updates, extra files, swap-able files, and the Technical Support message base. There is no charge for Maxis BBS usage, and full user access is granted upon completion of a brief questionnaire. We run at 14,400 and all lower baud rates and require a setting of 8 data bits, no parity and 1 stop bit (8-N-1).

We Also Provide On-Line Support on the Following Subscription Services:

America OnLine: Keyword "Maxis"; E-Mail "Maxis." AOL can be obtained by calling 1-800-827-6364 and asking for a free introductory sign-on kit. Five hours of free time are provided with the first month.

CompuServe: Go "gambpub" and select "Maxis" (section 8); CompuServe can be obtained by calling 1-800-524-3388 and asking for operator #420 to receive a free introductory membership, \$15 usage credit, and a month's worth of basic services free.

GENie: Scorpio's Roundtable, Maxis Area; E-Mail "Maxis." GENie can be obtained by calling 1-800-638-9636. There is no initial sign-on fee.

AppleLink: E-Mail "D4459"

Prodigy: E-Mail address is MAXI99A